

Fig. 1

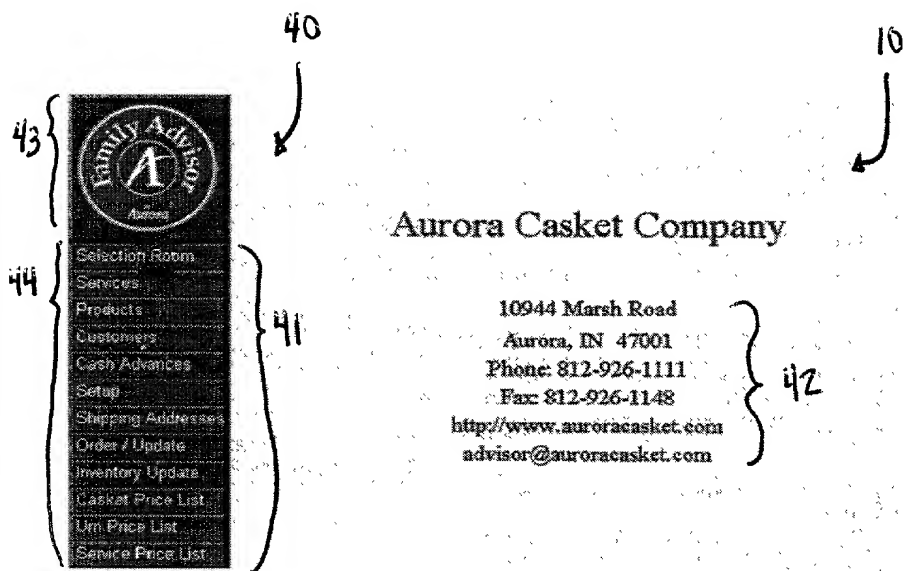


Fig. 2a

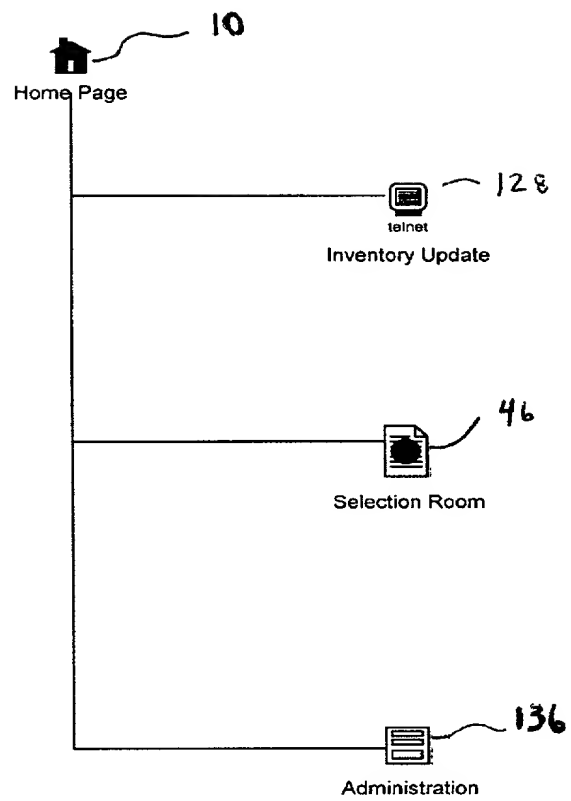
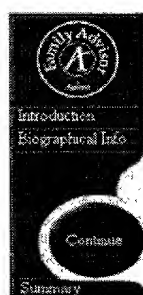


Fig. 2b



**Biographical Information**

Search for Customer:

By Customer ID	By Customer Name
<input type="text"/> <input type="button" value="Search"/>	<input type="text"/> <input type="button" value="Search"/>

Date:  \* (Ex. 12/12/2000)

Account ID Number:  \*

Name (Last, First):  \*

Address:

(City, State, Zip):

181 — Pre-Planning:

Director:  [Jim Thorpe] ☐

Informant (Last, First Name):

Informant Address:

(City, State, Zip):

\* Required Information

Fig.3a

**Family Services Selection Guide**

Have you determined the disposition?

☒ 40 Burial      ☐ 56 Cremation

There are several types of services available to you. You can have a viewing, funeral ceremony, memorial service, graveside service or a combination of services. What type of service(s) are you interested in holding?

☒ 52 Viewing      ☐ 56 Funeral Ceremony

☐ Memorial Service      ☐ Graveside Service

The traditional ceremony is held over a two-day period. This normally includes the viewing in the evening with the ceremony the following day or you can have the services in one day. Which do you prefer?

☒ 52 Multiple Days      ☐ One Day

The services can be held at our facility or at a facility of your choice. Families sometimes choose their place of worship to hold the services. Where would you like to conduct the services?

☐ Viewing - Funeral Home      ☐ Viewing - Other Facility

☐ Funeral Ceremony - Funeral Home      ☐ Funeral Ceremony - Other Facility

☐ Memorial Service - Funeral Home      ☐ Memorial Service - Other Facility

---

**Viewing Information**

Homesteaders: ☐ 47      Date:       Time:

What is Pre-Need?      Location:       Clergy:

Private Viewing: ☐

---

**Graveside Service Information**

Date:       Time:

Location:       Clergy:

Family Meeting: ☐

Fig. 3b



### The Virtual Selection Room

There are several items that are covered in making arrangements. Our goal is to make the arrangement process as simple as possible, while still allowing you to select the type of service and items that best meet your needs.

The process will include collecting vital statistics. This will assist in writing the obituary for the newspaper. Also, the type of service, the clergy for the service, and the timeframe will be established. The final disposition will be discussed. In addition, you will view a selection of caskets, vaults, urns, keepsakes, and memorial markers from which to choose.

Continue

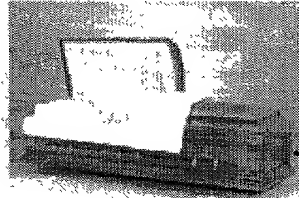
Fig. 4a

## Wood Caskets

64

This North American hardwood is known for its distinctive grain along with an unsurpassed strength and durability. Maple is a favorite hardwood in the home furnishing industry.

Many of the same characteristics that make it appealing for use in the home also make it popular for use in casket construction.



62

66

70

To see more information on specific types of wood caskets and to view the different types of wood caskets, click on the following:

☒ Mahogany ☒ Oak ☒ Cherry ☒ Maple ☒ Poplar ☒ Hardwood Veneer

To see different aspects of how wood caskets are made, click on the following:

☒ Wood Finish ☒ Interior Finishing Process

Close

72

Fig. 4b

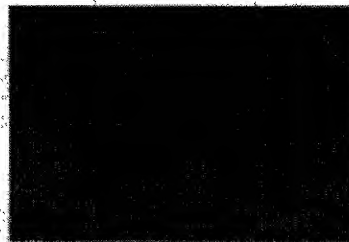
61

## Services

64

### Viewing

For some families, the viewing is a step in the emotional recovery process. This gathering, whether private or public, of family or friends surrounds you with the support and understanding you need. While the viewing is not necessary for all families, it can assist in the grieving process.



68

Funeral Ceremony  
Memorial Service  
Graveside Service

69

Kan College  
Entertainment Consultant  
Professor, Mount St. Joseph College  
Cincinnati, OH

64

Fig. 4c

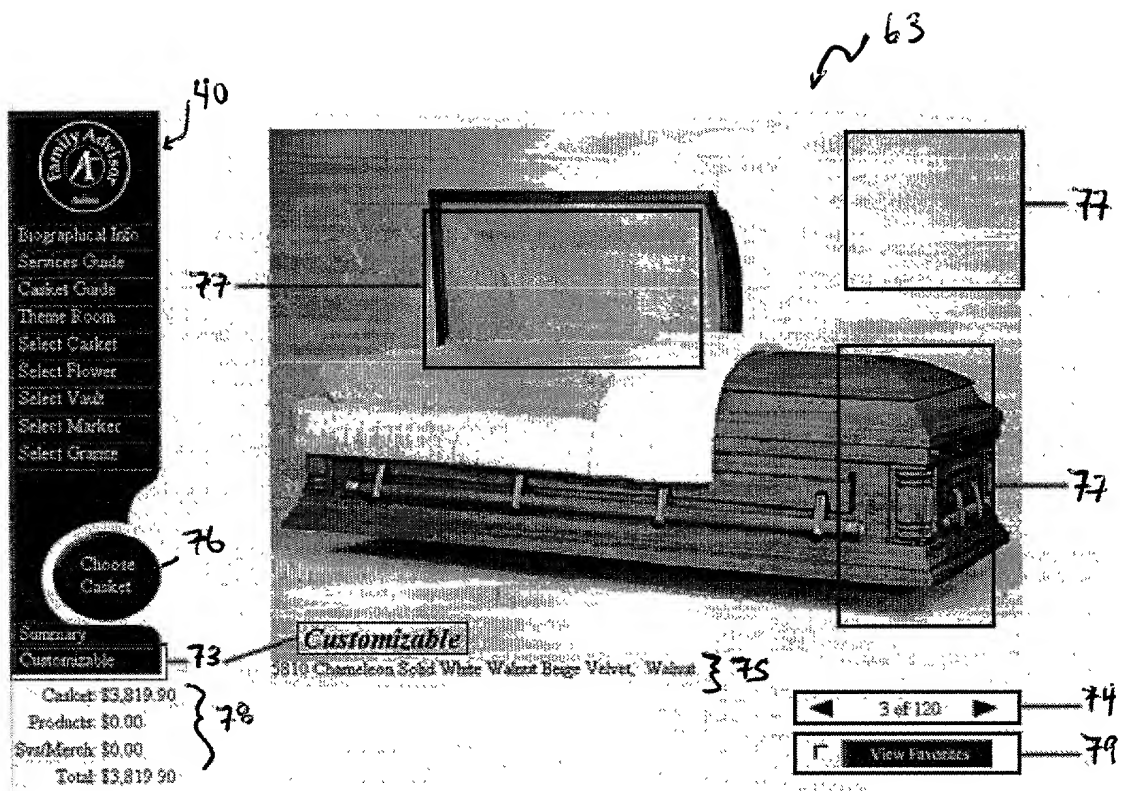


Fig. 4d



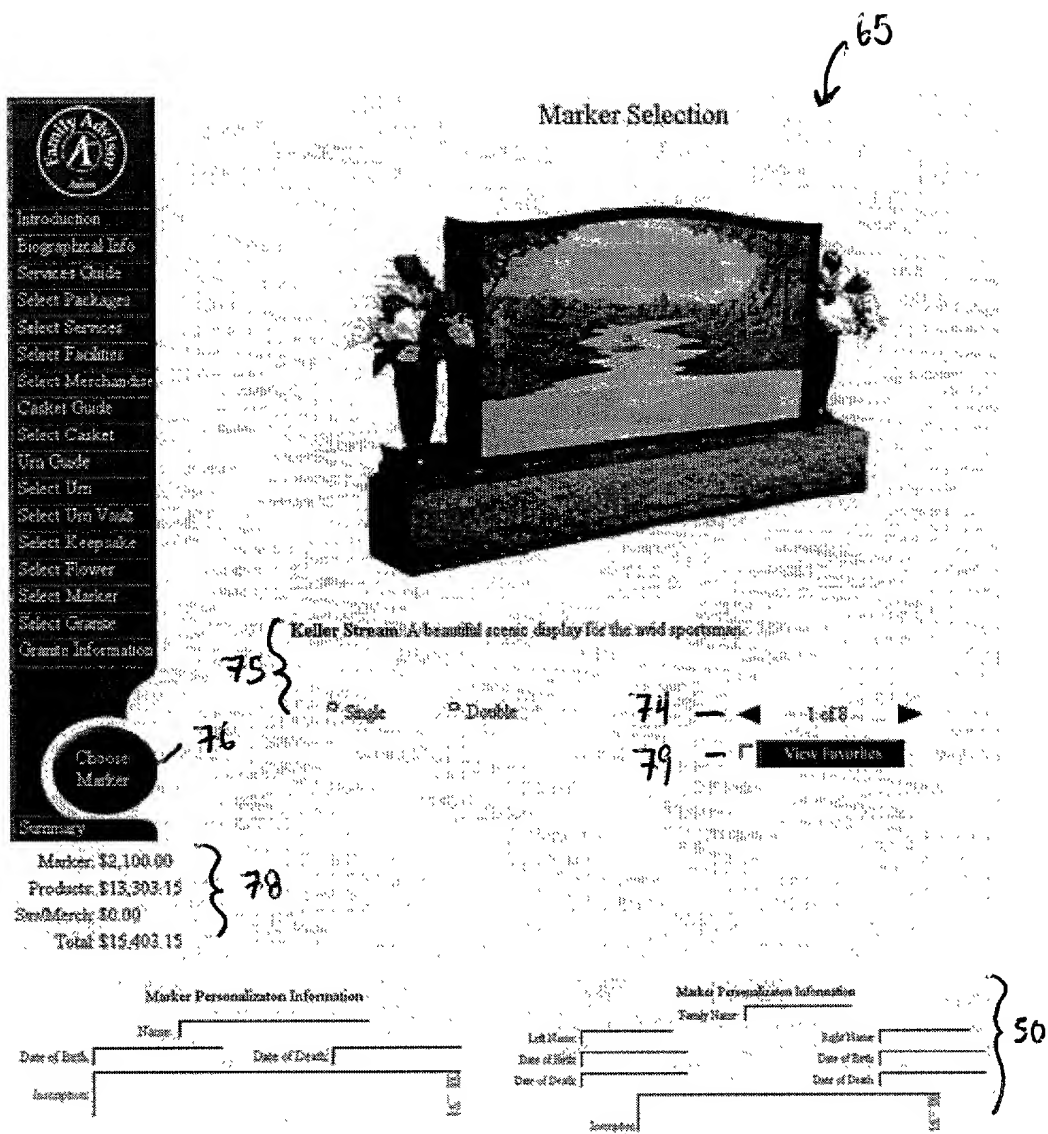


Fig. 4e

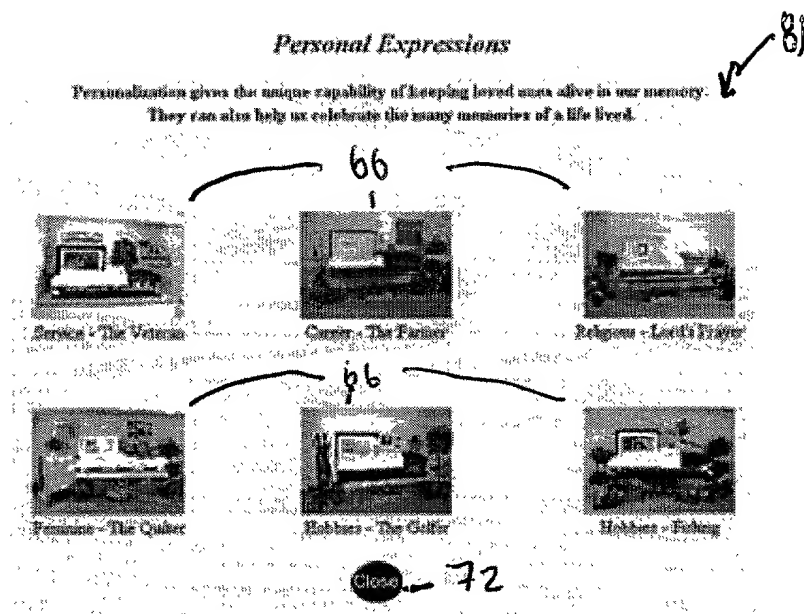


Fig. 5a

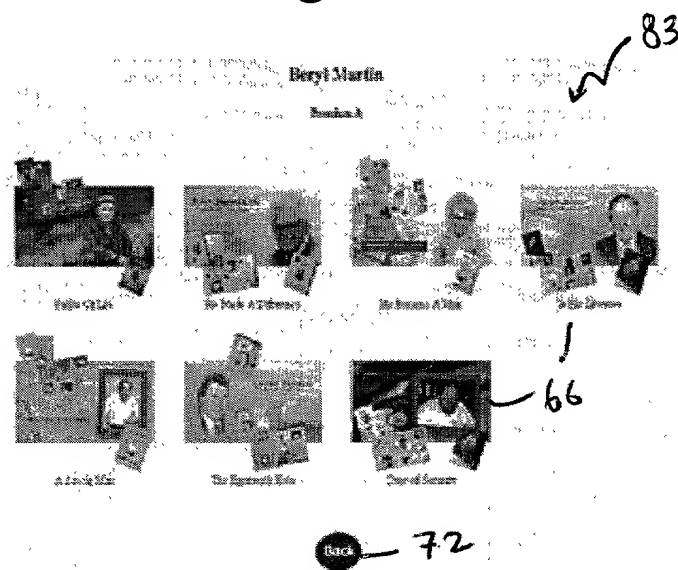


Fig. 5b



# Summary

Name: Ray, Jerry  
Account ID Number: 8456890

102

104

84 86 88 90

Service	Tax	Qty.	Each	Cost
Limited Funeral Offering	☐	1	\$2,155.00	\$2,155.00
Air Shipping Container	☐	1	\$105.00	\$105.00
Equipment and Staff Services for Grave Site Services	☐	1	\$265.00	\$265.00
Prayer Cards	☐	1	\$25.00	\$25.00
	☐	1	0	\$0.00
	☐	1	0	\$0.00
	☐	1	0	\$0.00
90 → Service Tax:			\$1.25	
94 → Service Total:			\$2,551.25	
Product	Qty.	Each	Cost	
Dance of Life	1	\$3,000.00	\$3,000.00	
2308 Courmaye Tape Brushed 1901 Fmk Velvet	2	\$5,000.00	\$10,000.00	
2199 Dark Brushed Copper 2501C Rosetan Premium Velvet CM	1	\$5,000.00	\$5,000.00	
2839 Regal Brushed 2490T Sandalwood Premium Velvet GM	1	\$5,000.00	\$5,000.00	
	1	0	\$0.00	
	1	0	\$0.00	
	1	0	\$0.00	
90 → Product Tax:			\$1,150.00	
94 → Product Total:			\$14,150.00	
94 → SUBTOTAL:			\$16,701.25	
Cash Advance Items		Amount		
Flowers	96 {			0
Clergy Honorarium				0
Coffinrent				0
98 → Cash Advance Total:			\$0.00	
100 → CUSTOMER TOTAL:			\$16,701.25	

Fig. 6a



74

- Introduction
- Biographical Info
- Services Guide
- Select Services
- Casket Choice
- Casket/Casket
- Order / Update

40

## Aurora Casket Company

104

Name: Mrs. Cost

102

Account/ID Number: 58555

85

86

88

90

Service	Qty.	Each	Cost
Limited Funeral Offering	1	\$2,155.00	\$2,155.00
Embalming	1	\$495.00	\$495.00
Clothing	1	\$50.00	\$50.00
Prayer Cards	1	\$25.00	\$25.00
Air Shipping Container	1	\$105.00	\$105.00
Use of Facilities and Staff Services for Visitation (per day)	1	\$425.00	\$425.00
Service Tax			\$3.75
Service Total			\$3,258.75
Product	Qty.	Each	Cost
2208 Princeton Light Breathed Copper 1524C	1	\$5,000.00	\$5,000.00
Champagne Velvet			
Product Tax			\$250.00
Product Total			\$5,250.00
SUBTOTAL			\$8,508.75
Cash Advance			Amount
No Cash Advances Collected			\$0.00
Cash Advance Total			\$0.00
CUSTOMER TOTAL			\$8,508.75

82

108

Order / Update

Fig. 6b

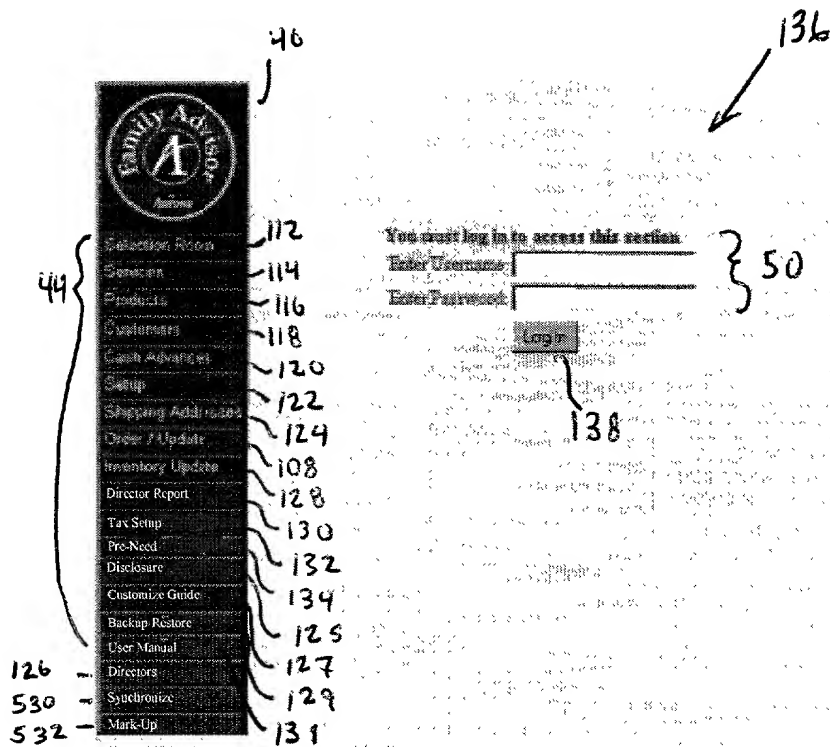


Fig. 7

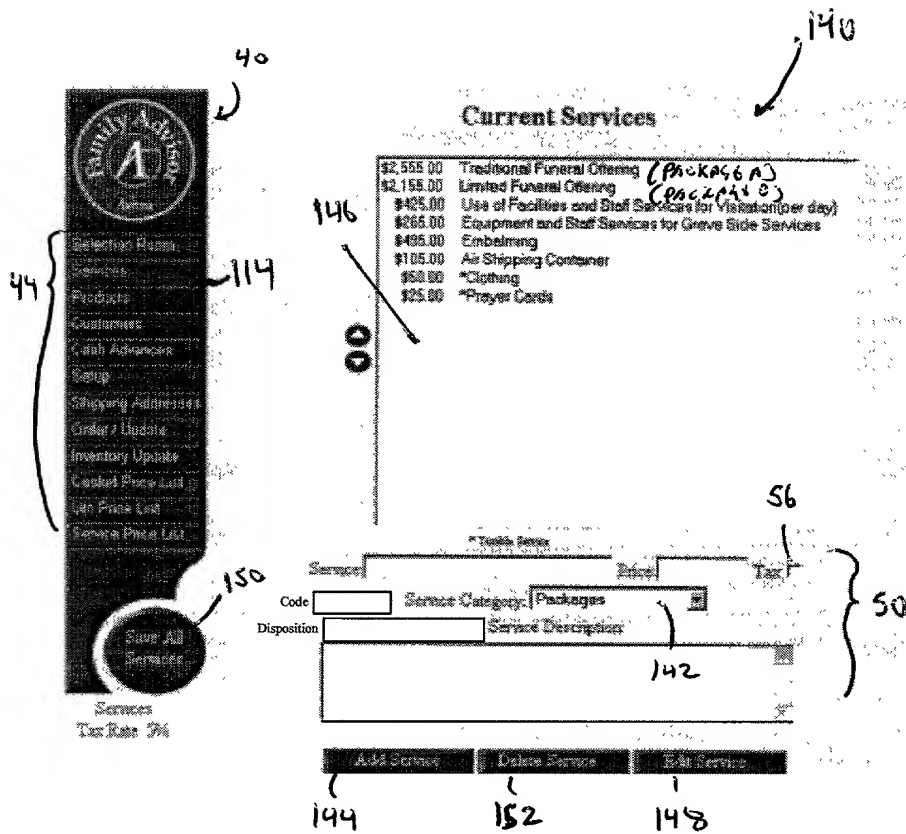


Fig. 8

155

### Product Search

Product Selection

157 -

Metal Types

159 -

Caskets-Metal  
Caskets-Wood  
Embroidered Panels  
Photo Panels  
Urns  
Keepsakes  
Vaults  
Urn Vaults  
Markers-Bronze  
Markers-Granite  
Flowers

Enter prices below to search for specific product prices.  
Leave blank to view all records.

Example

1000                      4500

Greater than or Equal to      Less than or Equal to

161 {

Search for Prices by:

☒ Retail   ☐ Wholesale

Select Type -

All Metal  
Bronze  
Copper  
Stainless Steel  
Steel  
Selected Metals  
Popular Selections  
Other Selections

Fig. 9a

40 156 161 162 165 168 170 172

58 Metal Casket Product Selection 56

Product Code	Product	Material Type	Day	Gender	Wholesale Price	Retail	Markup	Margin	Pop	Other	Feature
<input type="checkbox"/> A28155	2889 Dark Brushed Bronze 2490T Pearl Premium Velvet	Bronze	STD	MN	\$3,500.00	\$8.00	0.00	(\$3,500.00)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> A22854	2299 Starlite Brushed 2601C Pearl Premium Velvet G&B/M	Bronze	STD	MN	\$2,364.00	\$8.00	0.00	(\$2,364.00)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> A22855	2299 Glacier Blue Brushed 2601 Blue Premium Velvet G & B/M	Bronze	STD	MN	\$2,364.00	\$8.00	0.00	(\$2,364.00)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> A22775	2298 Coral Mist 2704 Pink Premium Velvet	Bronze	STD	F	\$2,175.00	\$2.00	0.00	(\$2,175.00)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> A24320	2444 Aberdeen Starlite Brushed 1526C Pearl Premium Velvet	Bronze	STD	MN	\$2,125.00	\$8.00	0.00	(\$2,125.00)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

56 166 164 174 175 177 179 171 173

RENAME PRODUCT SAVE SELECTION SEARCH

ADD EDIT RECOMMEND

Fig. 9b



## Add/Edit

Product Code	<input type="text"/>
Manufacturer	<input type="text"/>
Product Name	<input type="text"/>
Material	<input type="text"/>
Dimensions	<input type="text"/>
Wholesale	<input type="text"/>
Retail	<input type="text"/>
Description	<input type="text"/>
Image	<input type="text"/> <input type="button" value="Browse..."/>
<input type="button" value="SAVE"/> <input type="button" value="SEARCH"/>	

Fig. 9c

**Urn Vault Recommendations**  
To view an image and description of a selected vault, double click on the empty table area around that selection.

Casket Material Type	Recommended Vault #1	Recommended Vault #2	Recommended Vault #3
Cast Bronze	<div>Clark</div> <div>Copper 12 G</div>	<div>Doric</div> <div>Executive</div>	<div>Trident</div> <div>Millennium</div>

Fig. 9d

40

176

**Family Advisor**  
A  
Advisor

Selection Room  
Services  
Products  
Customers  
Cash Advances  
Setup  
Shipping Addresses  
Order / Update  
Inventory Update  
Casket Price List  
Urn Price List  
Service Price List

**Customer List**

ABCDEFGHIJKLMN O P Q R S T U V W X Y Z

Five, Cost	55000
Four, Cost	4400
Ray, Jerry	8456890

179

178

118

Fig. 10a

40

**Family Advisor**  
A  
Advisor

Selection Room  
Services  
Products  
Customers  
Cash Advances  
Setup  
Shipping Addresses  
Order / Update  
Inventory Update  
Casket Price List  
Urn Price List  
Service Price List  
Change To At-Need

**Customer Information**

Customer: Jerry Ray  
Customer #: 8456890  
Date: 6/6/1999  
Arrangement: At-Need

180

Service: Limited Funeral Officiary	Cost: \$2,155.00
Service: Air Shipping Container	Cost: \$105.00
Service: Equipment and Staff Services for Grave Side Services	Cost: \$265.00
Service: Prayer Cards	Cost: \$25.00
Product: Dance of Life	Cost: \$3,000.00
Product: 2308 Courtney Taupe Brushed 1901 Pink Velvet	Cost: \$5,000.00
Product: 2199 Dark Brushed Copper 2501C Rosetan Premium Velvet CM	Cost: \$5,000.00
Product: 2889 Regal Brushed 2490T Sandalwood Premium Velvet Gld	Cost: \$5,000.00

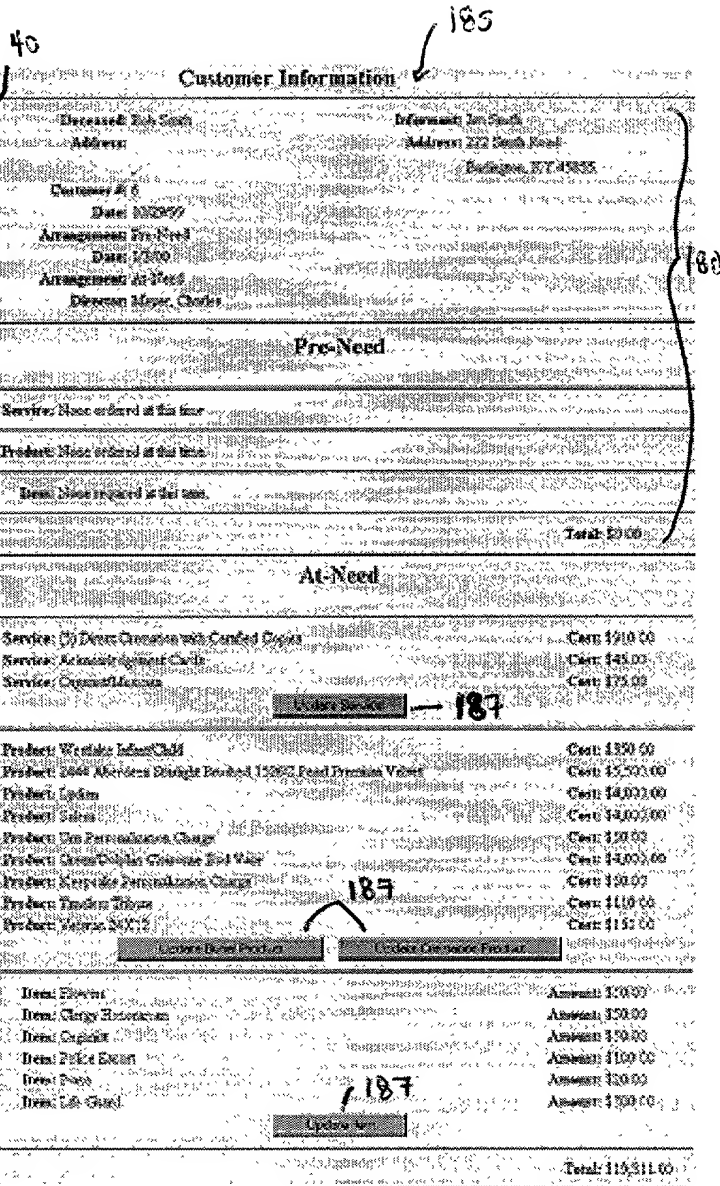
Items: None required at this time.

181

183

Delete Customer

Fig. 10b

[illegible]

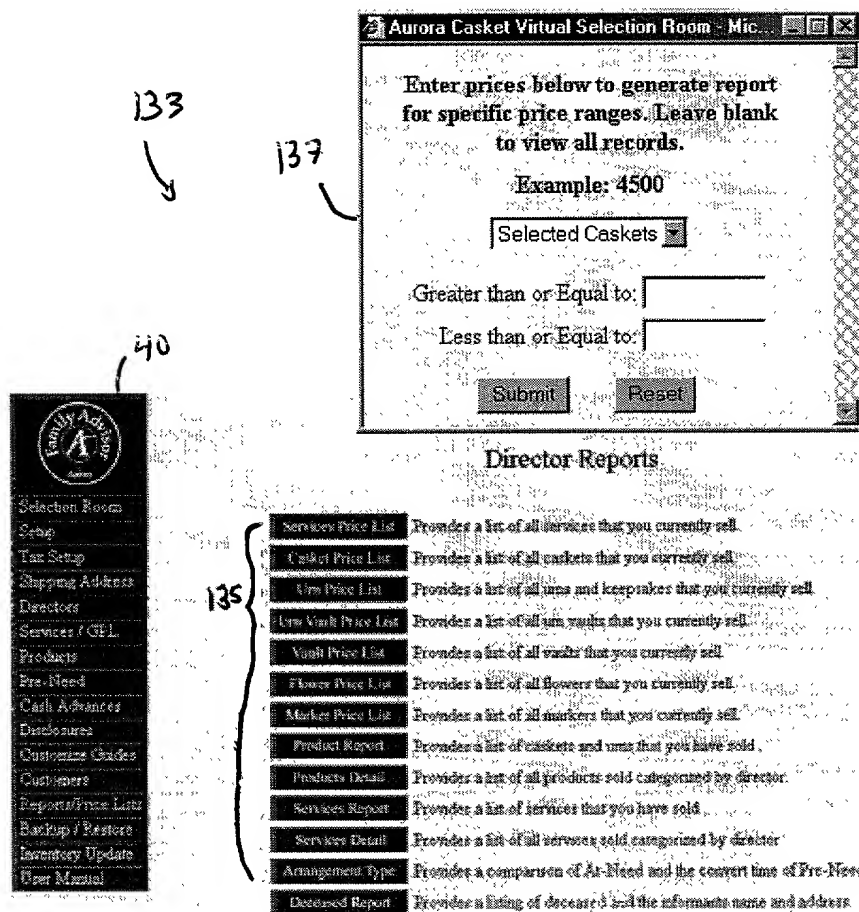


Fig. 11a

139

**Aurora Casket Company**

**Product**

Name: HF Lined 4000 P.C. 6 Expenses

Status: Default price: Fresh

Type: HF Lined 4000 Series P.C. 6

Where: Valuable, 1 MONTH WAREHOUSE

Convert: ☐ Print to file

Price range:

☒ All

☐ Pages from 1 to 2

☐ 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506

**Funeral Home Setup**

**Family Adviser**  
Aurora

- Selection Room
- Services
- Products
- Customize
- Casket Advances
- Setup
- Shipping Addresses
- Order / Update
- Inventory Update
- Casket Price List
- Urn Price List
- Service Price List

**Save Setup**

**Funeral Home Name:** Aurora Casket Company \*

**Aurora Account #:** 10 \*

**Address1:** 10944 Marsh Road

**Address2:**

**City:** Aurora

**State:** IN

**Postal Code:** 47001

**Phone:** (812) 926-1111

**Fax:** (812) 926-1148

**Internet Address:** <http://www.auroracasket.com>

**Email:** fadvscr@auroracasket.com

**Display Tax:** ☒ Yes

**Username:** aurora \*

**Password:** \*

**Confirm Password:** \*

**Display Total Prices:** ☒ Yes \*

\* Denotes a required field

**Computer Setup**

**FTP Site:** 208.16.85.144 \*

**Login ID:** g0c67y3y3e \*

**Password:** cdek3m0n \*

**Service Center:** 12 \*

\* Denotes a required field

**Family Adviser Version 2.0**

**Development Team**

Chris Barron

Charles (Chip) Day

Nancy Koers

Mark Morten

Lisa Murich

**Image file:**

**Browse**

**Image Selection:**

**Contract Information**

Fig. 12a

# State/Local Tax Rate Setup

Item	Rate 203	Exemption 205	Exemption Type 207
Caskets State	5 %	0	No Exemption
Caskets Local	0 %	0	No Exemption
Caskets Local	0 %	0	No Exemption
Flowers State	5 %	0	No Exemption
Flowers Local	0 %	0	No Exemption
Flowers Local	0 %	0	No Exemption
Keepsakes State	5 %	0	No Exemption
Keepsakes Local	0 %	0	No Exemption
Keepsakes Local	0 %	0	No Exemption

Fig. 12b

Directors

Director ID:	First Name:	Last Name:	Fortis Family ID:	Homesteaders ID:
D1	Jim	Thorpe	FF1122	HS3344
D2	Rick	Fox	FF11	HS22

Add Director Delete Director Edit Director

Fig. 12c





40

## Disclosure Information

217

Effective Date on Price Lists/Item Marked Effective Date will be the current day  
 Prices prices are effective as of 11/21/2008

### Services Disclosure

The goods and services shown below are those we can provide to our customers. You may choose only the items you desire. However, any funeral arrangements you select will include a charge for our basic services and overhead. It legal or other requirements mean you must buy any items you

### Casket Disclosure

FTC Compliance Funeral Home makes no representations or warranties regarding the caskets listed above. The only warranties, expressed or implied, granted in connection with caskets sold are the express written warranties, if any, extended by the manufacturers thereof. FTC Compliance

### Casket Disclaimer of Warranties

FTC Compliance Funeral Home makes no representations or warranties regarding the caskets listed above. The only warranties, expressed or implied, granted in connection with caskets sold are the express written warranties, if any, extended by the manufacturers thereof. FTC Compliance

### Urn/Casket Disclosure

FTC Compliance Funeral Home makes no representations or warranties regarding the urns listed above. The only warranties, expressed or implied, granted in connection with caskets sold are the express written warranties, if any, extended by the manufacturers thereof. FTC Compliance

### Urn/Casket Disclaimer of Warranties

FTC Compliance Funeral Home makes no representations or warranties regarding the urns listed above. The only warranties, expressed or implied, granted in connection with caskets sold are the express written warranties, if any, extended by the manufacturers thereof. FTC Compliance

### Marker Disclosure

FTC Compliance Funeral Home makes no representations or warranties regarding the markers listed above. The only warranties, expressed or implied, granted in connection with caskets sold are the express written warranties, if any, extended by the manufacturers thereof. FTC Compliance

### Marker Disclaimer of Warranties

FTC Compliance Funeral Home makes no representations or warranties regarding the markers listed above. The only warranties, expressed or implied, granted in connection with caskets sold are the express written warranties, if any, extended by the manufacturers thereof. FTC Compliance

### Outer Burial Container Disclosure

In most areas of the country, state or local law does not require that you buy a container to surround the casket in the grave. However, many cemeteries require that you have such a container so that the grave will not sink in. Either a grave liner or a burial vault will satisfy these

### Outer Burial Container Disclaimer of Warranties

FTC Compliance Funeral Home makes no representations or warranties regarding the outer burial containers listed above. The only warranties, expressed or implied, granted in connection with vaults sold are the express written warranties, if any, extended by the manufacturers

### Urn Vault Disclosure

FTC Compliance Funeral Home makes no representations or warranties regarding the outer burial containers listed above. The only warranties, expressed or implied, granted in connection with vaults sold are the express written warranties, if any, extended by the manufacturers

### Urn Vault Disclaimer of Warranties

FTC Compliance Funeral Home makes no representations or warranties regarding the outer burial containers listed above. The only warranties, expressed or implied, granted in connection with vaults sold are the express written warranties, if any, extended by the manufacturers

Fig. 12d

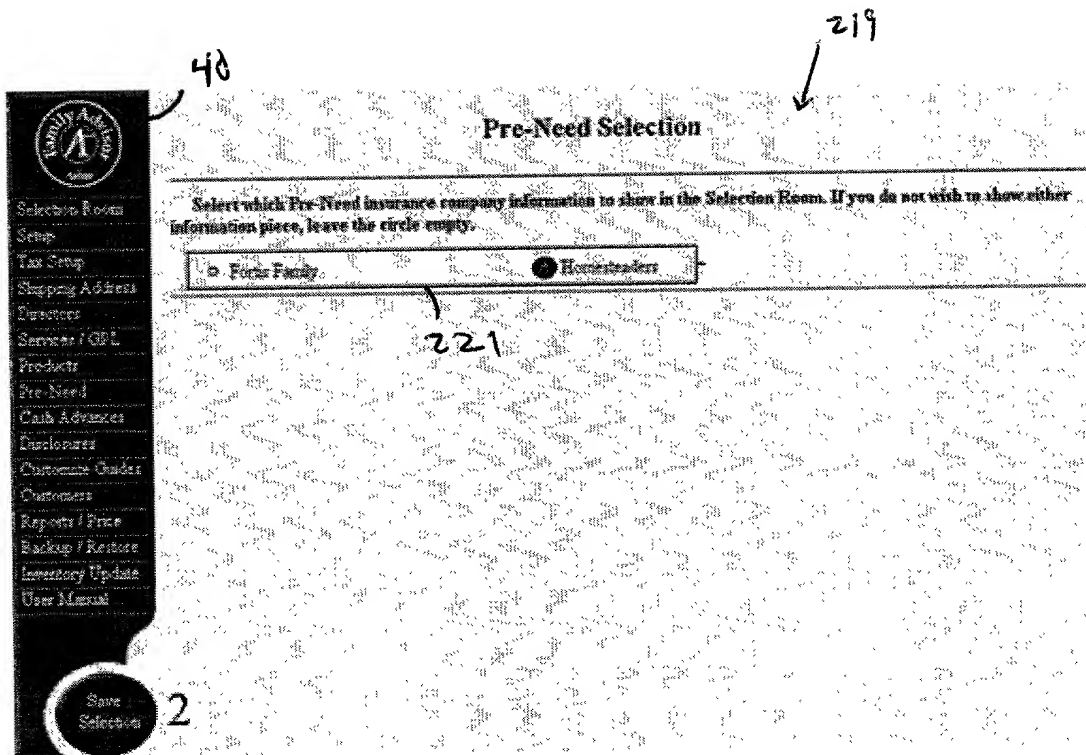


Fig. 12e

FIG. 12f

Selection Guide

Would you like to see our most popular selections?

Would you like to see our most popular selections?

Is there a particular color grouping that you would prefer?

Is there a particular color grouping that you would prefer?

225

• Feminine • Masculine • Neutral

There are different styles of cabinets that can help reflect lifestyles, interest, or hobbies. Would you like to look at any particular style?

There are different styles of cabinets that can help reflect lifestyles, interest, or hobbies. Would you like to look at any particular style?

• Basic • Contemporary • Floral Theme • Nature Theme

• Religious Theme • Traditional

Is there a particular exterior color that you would like?

Is there a particular exterior color that you would like?

• Black • Blue • Brown • Copper/Bronze

• Gold • Natural Wood • Pink • Silver

• White

Is there a particular interior color that you would like?

Is there a particular interior color that you would like?

• Blue • Blue • Pink • White

Is there a particular type of material you have in mind?

Is there a particular type of material you have in mind?

• Wood All Varieties • Mahogany • Maple • Oak

• Cherry • Pine • Poplar • Walnut

• Metal All Varieties • Brass • Copper • Stainless Steel • Steel

• Cloth • Cloth

223

Fig. 12f

## Burial Arrangement Customization

This screen allows you to customize the steps in your burial arrangement system. You can select which section of the Family Advisor System you would like to use, and also customize the order in which they will be presented to your family.

- Any changes made to the Pre-Arrangement Section (Biographical Information or Introduction) will apply to both the burial and cremation arrangements.
- The Service Guide section may not be repositioned or turned off. Any changes will apply to both the burial and cremation arrangements.
- If the Casket Guide is turned on, it must immediately precede the Select Casket section.
- The Select Casket section may not be turned off.
- Any changes to Flower Information or Grave Marker Information will apply to both the burial and cremation arrangements.
- The Summary/Contract section may not be turned off. Any changes will apply to both the burial and cremation arrangements.

Burial Display	Screen Name	Display Order
Pre-Arrangement Section		
1	Introduction	1
2	Biographical Information	2

Fig. 12g

## Family Advisor Product Markups

To markup all caskets by 2.2, enter 2.2 in the Markup Multiplier box on the Caskets line then click Calculate. You also have the ability to round prices up to 10, 25, 50, 100. For example a Casket marked up 2.2 and rounded to the nearest 50 will round up from \$1351 to \$1400.

	Markup Multiplier	Round up to:	
Caskets	<input type="text"/>	<input type="text"/>	<input type="button" value="Calculate"/>
Urn	<input type="text"/>	<input type="text"/>	<input type="button" value="Calculate"/>
Urn Accessories	<input type="text"/>	<input type="text"/>	<input type="button" value="Calculate"/>
Keepsakes	<input type="text"/>	<input type="text"/>	<input type="button" value="Calculate"/>
Markers	<input type="text"/>	<input type="text"/>	<input type="button" value="Calculate"/>
Panels	<input type="text"/>	<input type="text"/>	<input type="button" value="Calculate"/>

Fig. 12i

**Family Advisor**

**Shipping Addresses**

Location Name: \_\_\_\_\_

Address1: \_\_\_\_\_ \*

Address2: \_\_\_\_\_ \*

City / State / Zip: \_\_\_\_\_ \*

Phone: \_\_\_\_\_ \*

Fax: \_\_\_\_\_

Internet Address: \_\_\_\_\_

Email: \_\_\_\_\_

\* Denotes a required field

**Chip's Shipping Deck**

Chip's Shipping Deck

208 212 216

209 210

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Fig. 12h

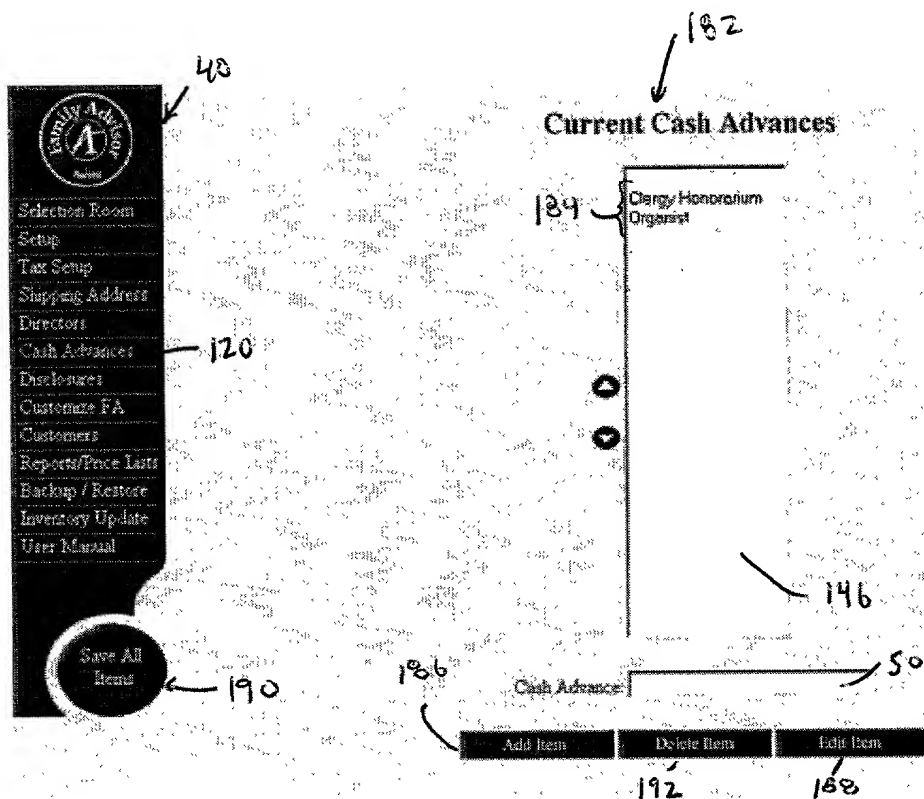


Fig. 13

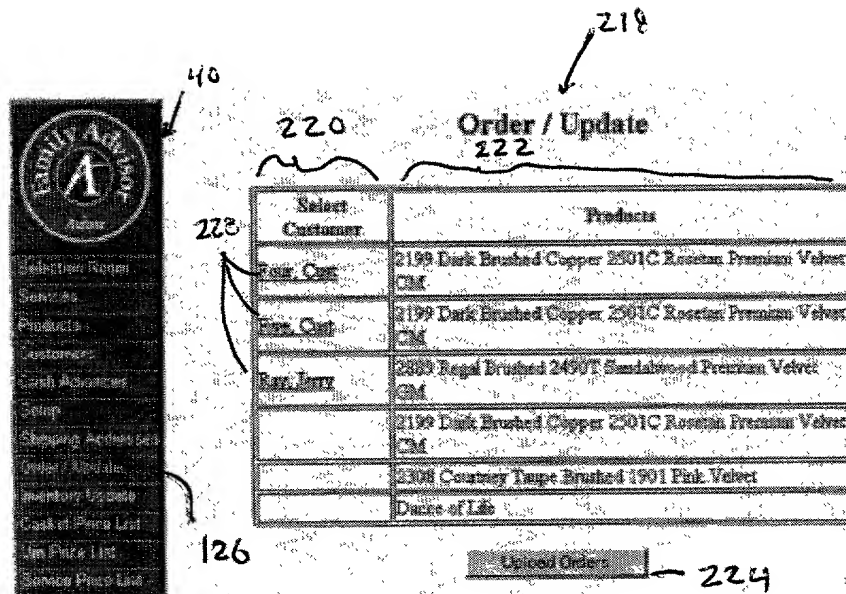


Fig. 14a





Order / Update

230

Order Now: ☒ Yes

Arrangement Type: ☒ At-Need

Customer Number: 8456880

Customer Name: Jerry Ray

Product Code: SCADLS

Description: Pence of Life

Quantity: 2 Set to 0 to Delete

Normal Delivery: ☒ Yes 232

If No What Time:

Special Instructions:

Insurance Company:

Policy Number:

Date Of Contract:

P.O.:

Arranger:

Account Number: 00

Ship To: Aurora Casket Company Shipping Dock 209

Phone Number: 812-826-1111

Order Now: ☒ Yes

Arrangement Type: ☒ At-Need

Customer Number: 8456880

Customer Name: Jerry Ray

Product Code: A23320

Description: 2508 Courtney Troupe Brushed 1901 Black Velvet

Quantity: 2 Set to 0 to Delete

Normal Delivery: ☒ Yes 232

If No What Time:

Special Instructions:

Insurance Company:

Policy Number:

Date Of Contract:

P.O.:

Arranger:

Account Number: 00

Ship To: Aurora Casket Company Shipping Dock

Phone Number: 812-826-1111

224 -

234

Fig. 14b

# Selection Room

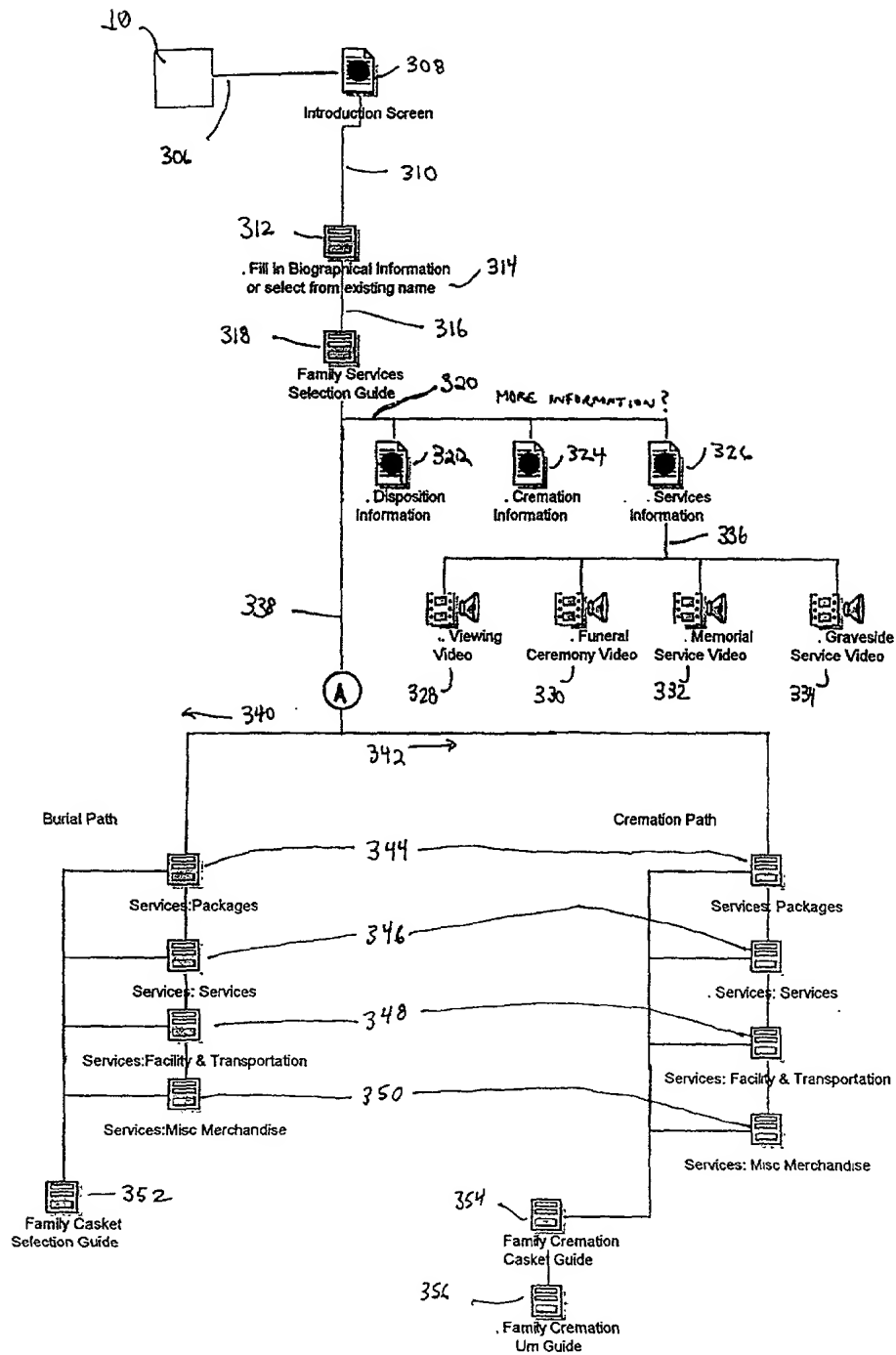


Fig. 15

# Casket Selection

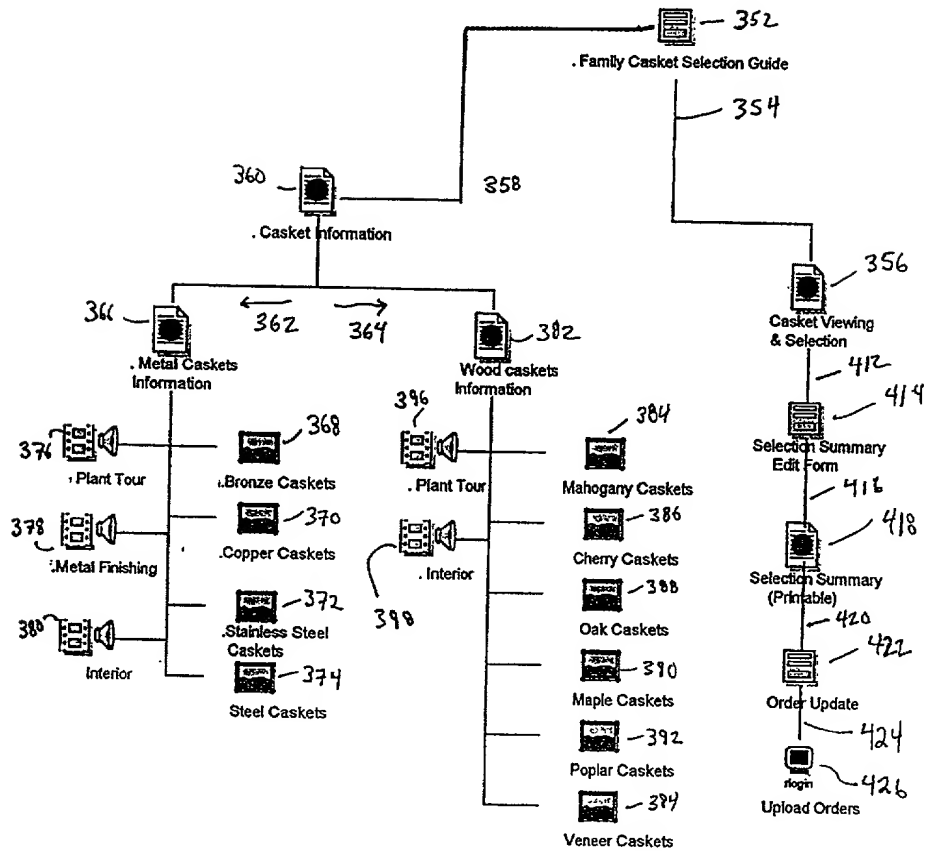


Fig. 16

# Cremation Casket & Cremation Urn

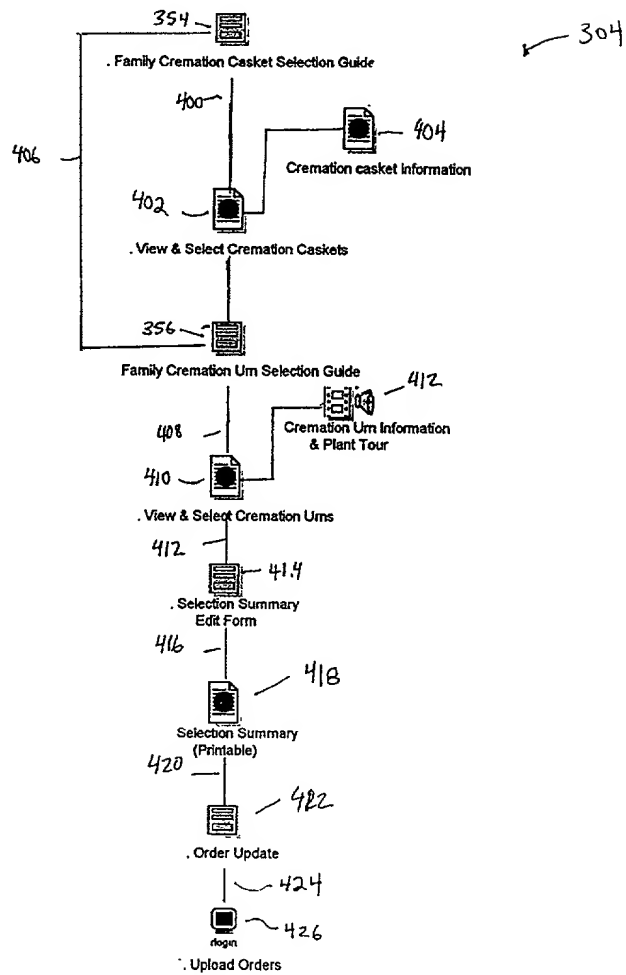


Fig. 17

# Selection Room

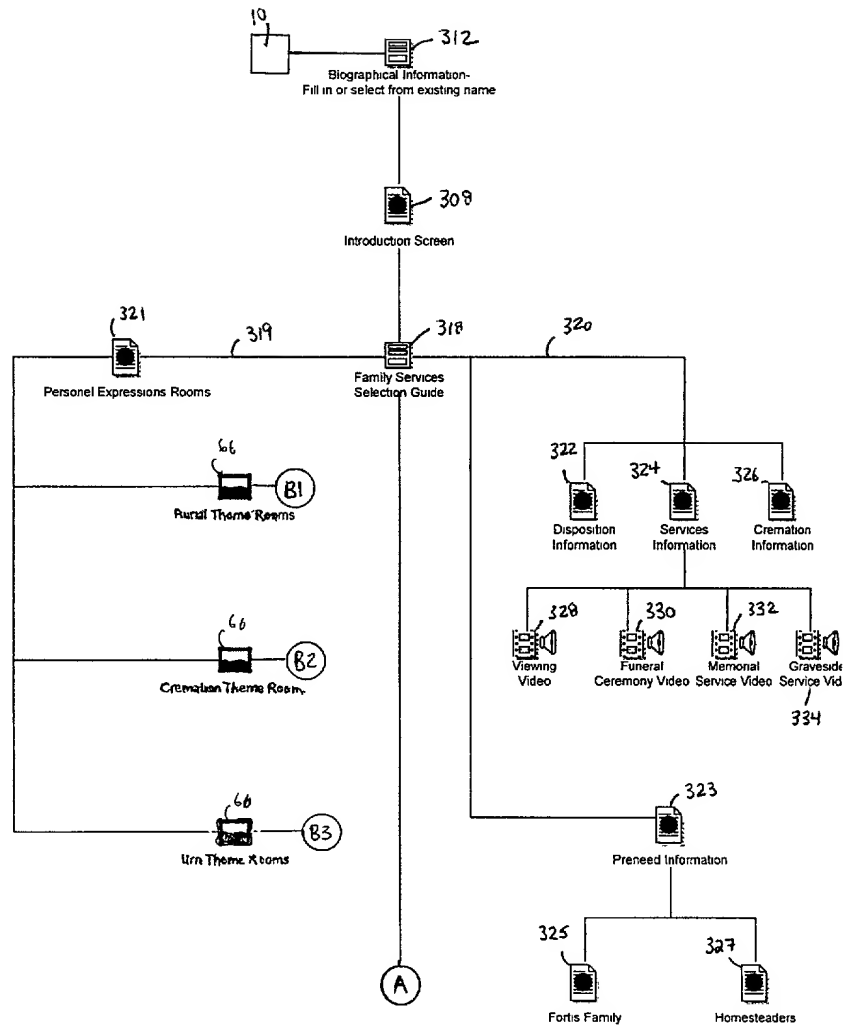


Fig. 18a

Theme Room Detail

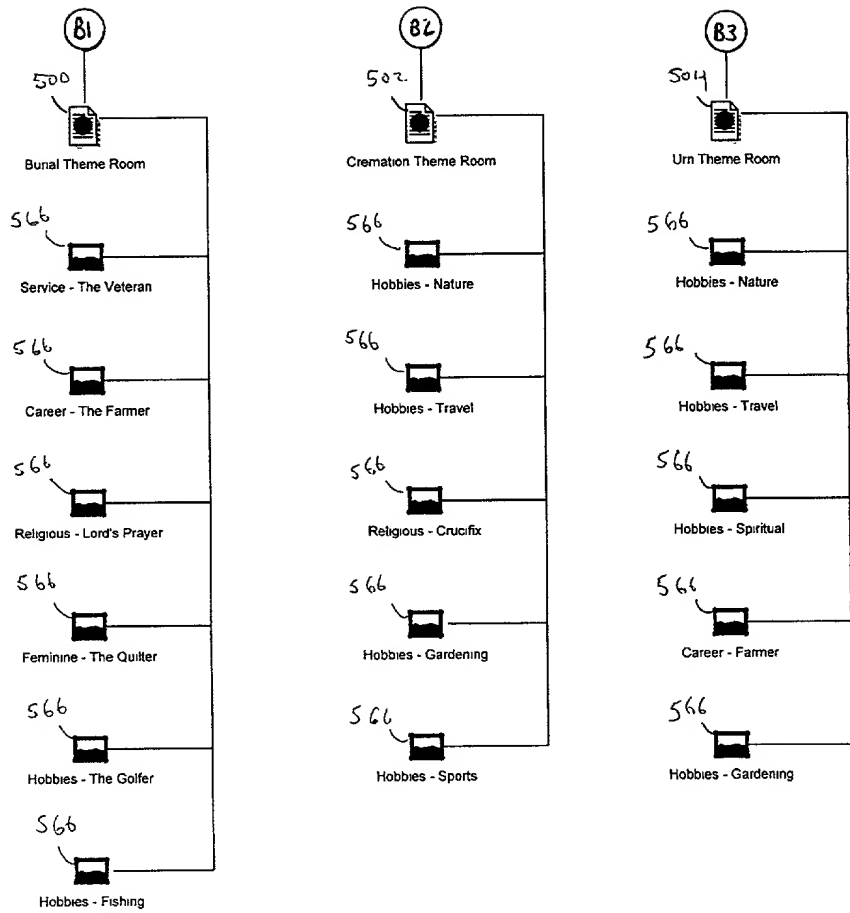


Fig. 18b

# Casket Selection

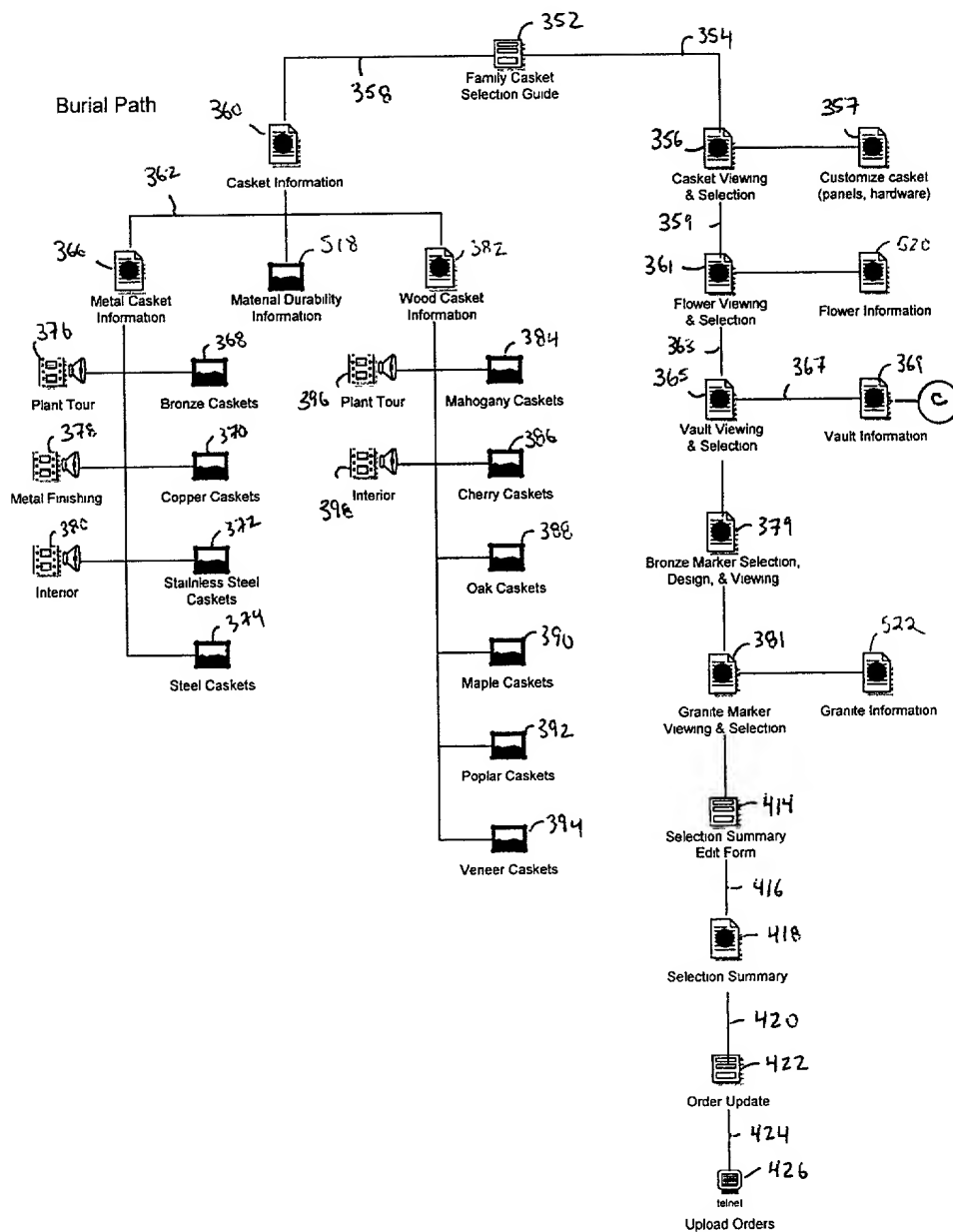


Fig. 19a

# Casket Selection

Vault Viewing and Information, continued

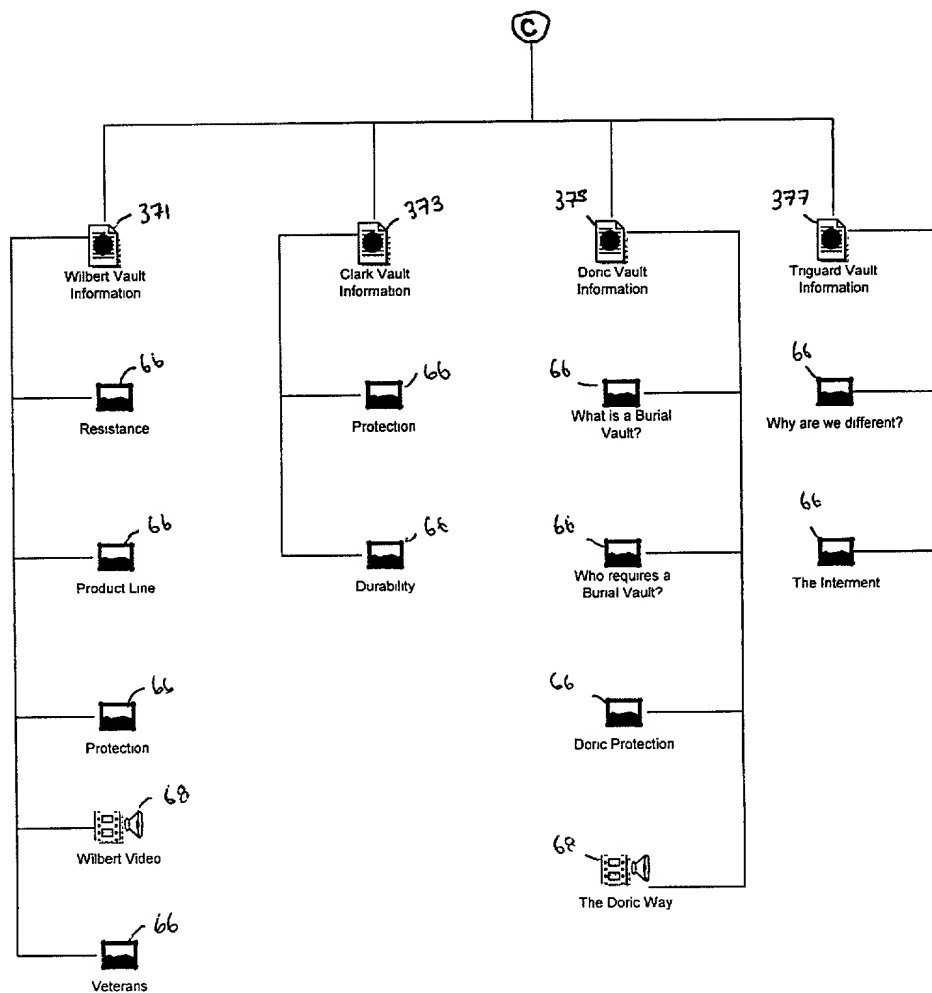


Fig. 19b



# Cremation Casket Guide & Cremation Urn Guide

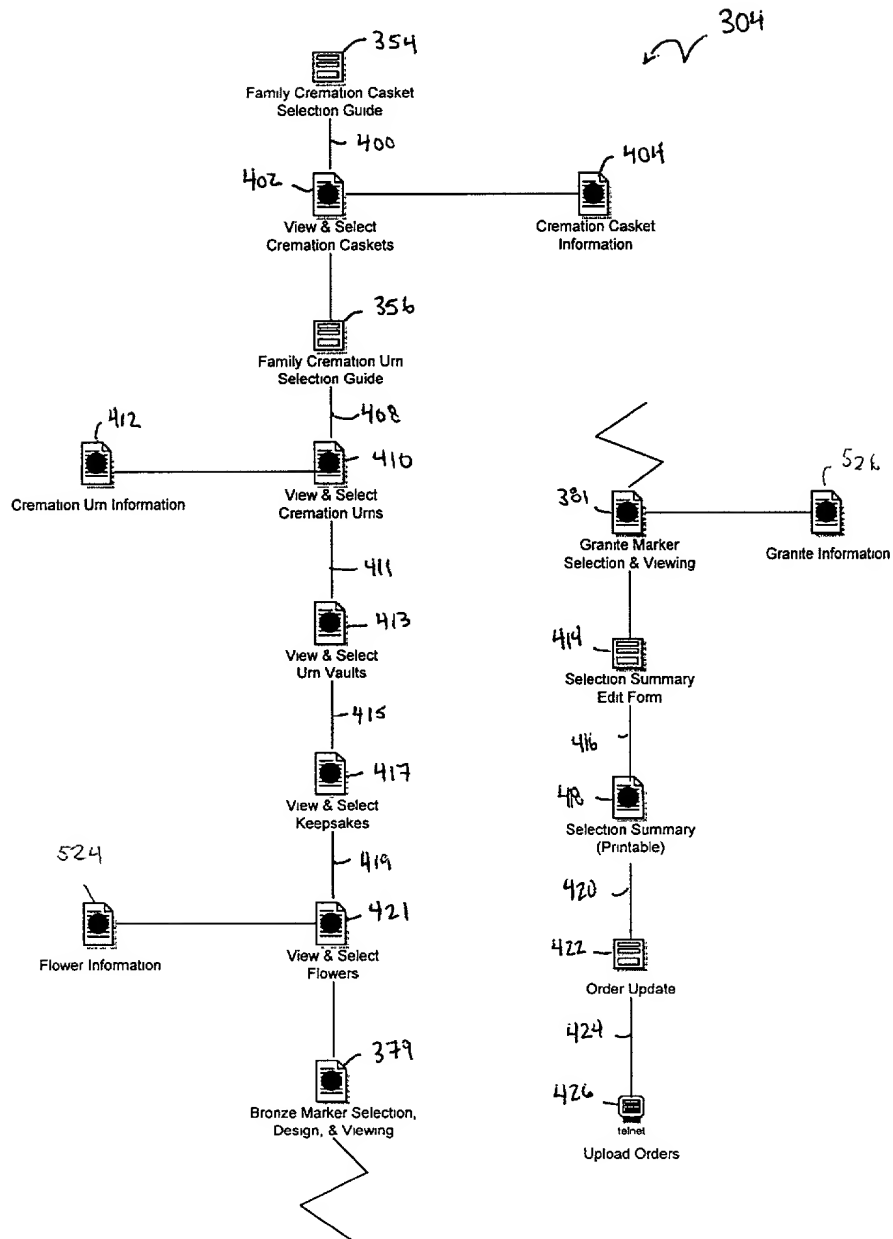


Fig. 20